AirPod Demo Refresh Instructions

AirPod demo units can be clean, sealed, charged, and reset by any Operations team member or Visual Specialist. The refresh process should be conducted Backstage at the AirPod demo cleaning station and charging station.

Refreshing Demo Units

1. A hard reset will need to be performed on each AirPod demo to ensure it has been unpaired from the demo device prior to cleaning. Hold button on back of charging case for 15 seconds. A red light will flash three times just before the reset is finished, followed by a white light indicating the reset is complete. To confirm the reset is complete, close and then reopen the AirPods and check that the light is white.
2. To clean the unit, open AirPod case. Remove both AirPods and place on clean surface.
3. Use one IPA cleaning wipe to clean the inside of the charging case. Ensure you wipe the inside of all ridges to remove any debris.
4. Individually wipe each AirPod unit. Avoid getting any liquid on the microphone ports and speaker meshes.
5. Complete a visual cosmetic check for any cracks, discolorations, or gaps.
6. Place freshly cleaned AirPods back in case. Use a fresh wipe to clean the outside of the charging case.
7. Place the clear sticker over the front opening of the charging case to indicate that the unit has been cleaned. See photo below.
8. Connect clean unit to lighting cable to charge.
9. Dispose of used wipes.
10. Perform audio check (speaker and mic sound quality) by music playback and voice memo/ command at the end of every day. Additionally, charge all units at the end of every day.

    Need to order more cleaning wipes or stickers? Work with your P&O Specialist to reorder supplies through your store supply websites.